# GOVERNMENT OF INDIA
# PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
# LOK SABHA

UNSTARRED QUESTION NO:1660
ANSWERED ON:03.08.2005
RESPONSE TO LETTERS
Jha Shri Raghunath

**Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:**

(a) whether the Government is aware that Members of Parliament and Members of general public write letters to the Ministers and bureaucrats on the difficulties being faced by them while dealing with the Government;

(b) if so, whether their letters are generally not acknowledged and responded and if responded at all, their replies are not straight forward to the issues raised by them; and

(c) if so, the action the Government proposes to take to ensure that quick action is taken on the letters received by them?

## Answer

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS.(SHRI SURESH PACHOURI)

(a): Yes, Sir.

(b) & (c): There are detailed guidelines contained in the Central Secretariat Manual of Office Procedure for handling letters from the Members of Parliament as well as general public. These guidelines provide for careful consideration and timely disposal of such letters. They also provide for monitoring of their disposal at senior level. Every Ministry/ Department is required to follow these guidelines strictly.